

# Recovering Duo 2-Factor Account

**When you setup your Duo 2-Factor Account, it's important to setup Duo Restore to ensure easy account recovery if you get a new device or your account is deleted off your original device. However, if you did not enable Duo Restore before getting a new device do not fear, you can still recover your account by contacting the SJSU IT Help Desk. Follow the instructions below:**

1. File an IT Ticket and include your name, and your SJSU email address and ID number.
2. When your request is processed, you will be sent a temporary bypass code.
  1. Visit the SJSU Duo MFA Settings page: <https://sjsu.okta.com/signin/verify/duo/web>
  2. Enter this code when prompted for a Duo code:  
image-1634258396430.png
  3. Follow the directions on the SJSU Duo setup page to add your new device as a Duo authentication device: <https://www.sjsu.edu/it/services/computer-security/duo/>

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